GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3471
ANSWERED ON:13.03.2003
PRIVATISATION OF TICKET RESERVATION
M. JAGANNATH

Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways are going to privatise ticket reservation system in the country;

(b) whether this will not render railwaymen surplus;

(c) if so, the details thereof ; and

(d) the benefits likely to be accrued to Railways from this new system ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) In order to facilitate rail reservation and to improve customer service, Passenger Reservation System (PRS) terminals have been allotted to three Rail Travellers Service Agents (RTSAs) in Mumbai area of Central Railway on an experimental basis.

(b) No Railway staff will be rendered surplus.

(c) Does not arise.

(d) Customer Service will improve.